

**DUTY STATEMENT**  
**Information Technology Technician**  
**Domain: Client Services**

Employee's Name				Effective Date	
Classification <b>Information Technology (IT) Technician</b>				Division/Section/Unit <b>Information Technology/ Workstation Support &amp; Security Administration Unit</b>	
Immediate Supervisor				Supervisor's Classification <b>Information Technology Manager I</b>	
CBID <b>R01</b>	Class Code <b>1400</b>	Work Week Group <b>2</b>	Time Base <b>Full-Time</b>	Location <b>Sacramento, CA</b>	
It is CalHFA's mission to create and finance progressive housing solutions so more Californians have a place to call home.					
<b>POSITION SUMMARY</b> <p>The California Housing Finance Agency (CalHFA) Information Technology (IT) Division is responsible for providing secure, responsive and innovative technical infrastructure, systems, and services that enable the Agency to achieve its strategic objectives and fulfill its mission. The duties of the Workstation Support Team include the acquisition and maintenance of desktop/laptop systems as well as break/fix support for workstations and printers via agency IT Help Desk. The IT Help Desk is the main point of contact for agency staff needing assistance with information or support to their computer equipment.</p> <p>Under the close supervision of the IT Manager I and guidance of the IT Specialist I, Workstation Support Lead, the IT Technician is responsible for a variety of work assignments and projects for the Workstation Support and Security Administration Unit.</p> <p>The IT Technician is responsible for using judgment in interpreting and adapting all appropriate tools, resources and reference material. The IT Technician conducts business activities in a professional manner that leads to superior customer satisfaction and delivers services that meet or exceed the customer's expectations.</p> <p>Occasional travel will be required to provide assistance to the CalHFA satellite office and Board meetings. During special projects or emergencies, the incumbent may be required to work weekends and/or after hours to help resolve reported problems affecting critical software/hardware. The duties and responsibilities include, but are not limited to the following:</p>					
<i>Conduct, Attendance and Performance Expectations</i>					
<p>This position requires the incumbent to maintain acceptable, consistent and regular attendance; communicate effectively orally and in writing in dealing with the public and/or other employees; develop and maintain knowledge and skills related to the position's specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to the Agency's policies and procedures regarding attendance, leave, and conduct.</p> <p>2 CCR § 172 – General Qualifications, states in pertinent part:  The incumbent is expected to possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class.</p>					
<i>Percent of Time</i>		<i>Activity</i>			
25%		<b>ESSENTIAL FUNCTIONS:</b> <u><b>Help Desk</b></u> Facilitate customer (internal or external) requests for system issues. Answer direct customer requests of			

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	average difficulty, analyze those requests to determine appropriate response and action, or direct those requests to appropriate support staff. Provide courteous, professional and responsive customer service. Assist with all phone/email and related support services to ensure customer service expectations are met. Develop, maintain and/or assist with the development, implementation and maintenance of various IT Help Desk policy/procedure/training documentation. Analyze current and new procedures to verify consistency and standardization and recommends change when appropriate.
20%	<p><b><u>Desktop Support</u></b></p> <p>Perform tasks related to setup and maintenance of CalHFA hardware and software. Create and test software images to deploy new machines; install and setup computer hardware and peripherals. As directed, assist in installing software and documenting procedure for users as reference guide; Research, test and recommend new software and hardware solutions to meet department user needs. Troubleshoot issues on staff desktops and provide industry standard, CalHFA specific solutions.</p>
20%	<p><b><u>Procedure Documentation</u></b></p> <p>As directed by IT Manager, develop, maintain, and implement the full scope of various IT procedure and documents. Analyze current and new procedures to verify consistency and correctness.</p>
10%	<p><b><u>Video Conferencing Equipment</u></b></p> <p>Setup, configuration, operation and maintenance of departmental video conferencing equipment. Assist users with video conferencing events, testing connectivity between CalHFA and multiple remote participants, and providing high level technical support during video conferencing events. Provide technical support at board meetings, webinars and other Agency events.</p>
10%	<p><b><u>Security Monitoring</u></b></p> <p>Monitor Bitdefender for viruses. Respond to reported virus activity on user's computers using the department's virus prevention products. Interact with the Information Security Office and users to address virus issues.</p>
10%	<p><b><u>Software Deployment and Patching</u></b></p> <p>Participate under the guidance of Help Desk Lead in using department tools to test, analyze and recommend to management the most current versions of software for deployment to department workstations. Patching of workstation software to avoid any potential virus outbreaks with un-patched software. Work with other CalHFA entities to ensure seamless deployment and accurate communications to CalHFA staff (internal/external).</p>
5%	<p><b>MARGINAL FUNCTIONS</b></p> <p><b><u>IT Team Member</u></b></p> <p>Stay current on emerging technology issues and ensure client satisfaction. Actively participate as a team member in staff meetings, attends training, provides work status reports, handles special projects, train agency staff on agency applications, as needed, and other duties as assigned.</p>

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	<p><b>KNOWLEDGE, SKILLS, AND ABILITIES</b></p> <p>Additional Knowledge, Skills, and Abilities may be found in the classification specification.</p> <ul style="list-style-type: none"> <li>• Ability to analyze situations accurately, utilizing a variety of analytical techniques in order to make well informed decisions.</li> <li>• Ability to identify problems and develop/evaluate alternative solutions.</li> <li>• Skill to gather, analyze and interpret data.</li> <li>• Ability to establish and maintain cooperative working relationships.</li> </ul> <p><b>WORK ENVIRONMENT AND PHYSICAL ABILITIES REQUIRED</b></p> <ul style="list-style-type: none"> <li>• Seldom overnight travel (5%).</li> <li>• Sporadic Overtime.</li> <li>• Work in a high-rise building.</li> <li>• Transport equipment up to 40 pounds.</li> <li>• Use computer keyboard and read from computer screens several hours a day.</li> <li>• Requires movement of heavy objects.</li> </ul> <p><b><i>The following abilities are for most positions with or without an accommodation:</i></b></p> <ul style="list-style-type: none"> <li>• <b>VISION</b> – You must have sufficient vision to perform the following duties; prepare various forms; proofread documents; read printed material, read from computer screen, and read handwritten materials.</li> <li>• <b>HEARING</b> – Your hearing must be sufficiently acute to perform following duties: Answer telephones; receive verbal information from outside sources; understand verbal instruction.</li> <li>• <b>SPEECH</b> – You must have sufficient ability to speak to perform following duties: Receive visitors; answer inquiries and provide verbal information or instruction.</li> <li>• <b>BENDING, STOOPING, KNEELING</b> – You must be able to bend at the knee or waist, stoop, and kneel to perform duties: Fill the copier with copy paper.</li> <li>• <b>SITTING OR STANDING</b> – You must be able to sit or stand for extended periods of time to perform the following duties: Attend meetings, tour facilities, sit at a desk for extended periods of time to perform division administrative duties that are mandatory for this position.</li> <li>• <b>CONCENTRATION</b> – You must be able to continuously concentrate to perform the following duties: Review and read records/documents, research, compose, analyze, compile, and update technical documents; multi-tasking; preparing various forms and documents.</li> </ul> <p><b>PERSONAL CONTACTS</b></p> <ul style="list-style-type: none"> <li>• Daily contact with the general public, all levels of departmental staff, and as well as representatives from other State and county agencies.</li> </ul>	
<p><b>SUPERVISOR ACKNOWLEDGEMENT:</b></p> <p>I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.</p>		
Supervisor's Name	Supervisor's Signature	Date
<p><b>EMPLOYEE ACKNOWLEDGEMENT:</b></p> <p>I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with Human Resources.)</p>		
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ANALYST'S STATEMENT: I have reviewed this Duty Statement.		
Analyst's Name	Analyst's Signature	Date